

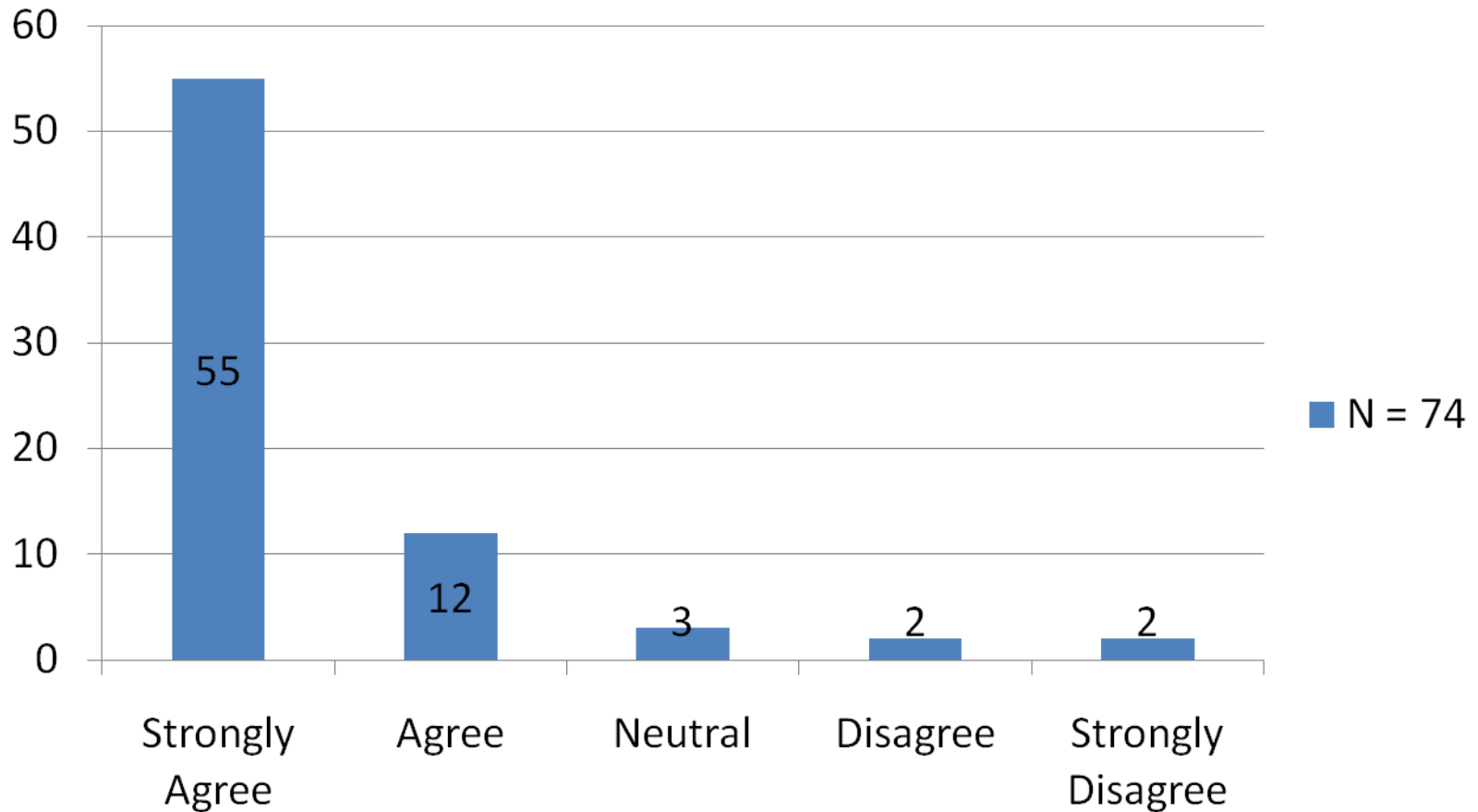
Certificate of Occupancy Renewal Process

Customer Service Survey

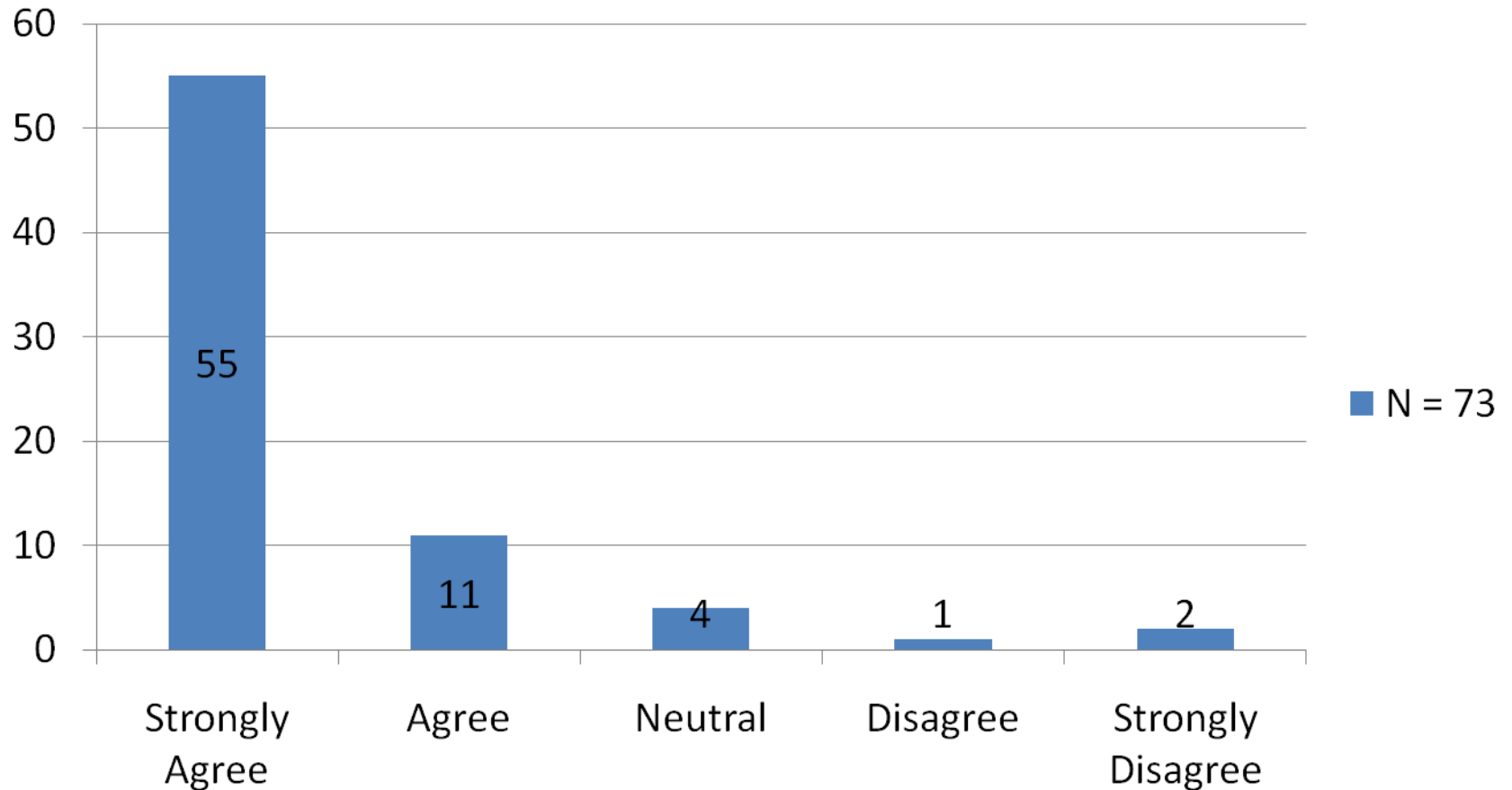
Department of Neighborhood and
Business Development

“Oh yes, we can!”

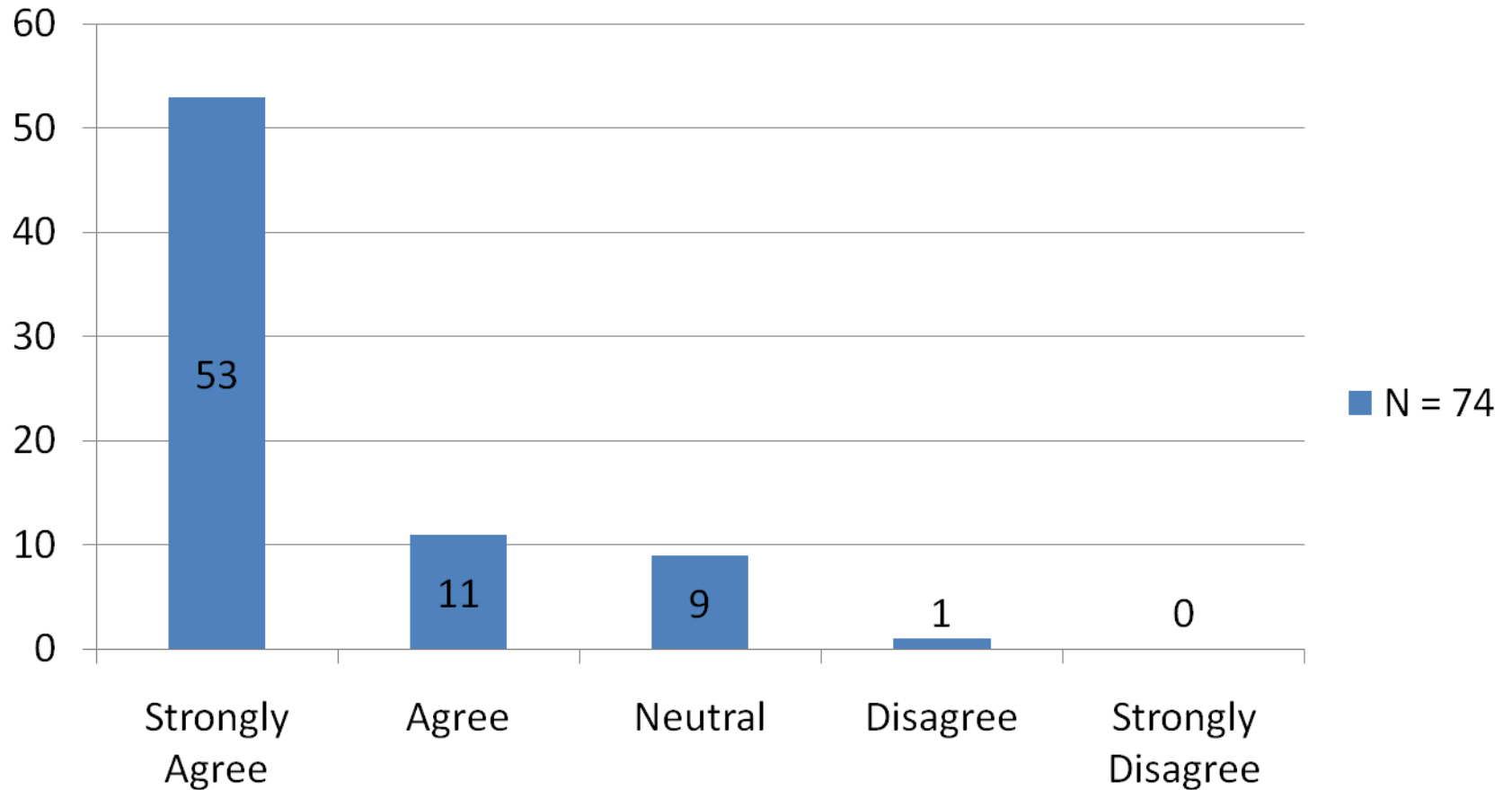
The explanation of the process was clear and understandable



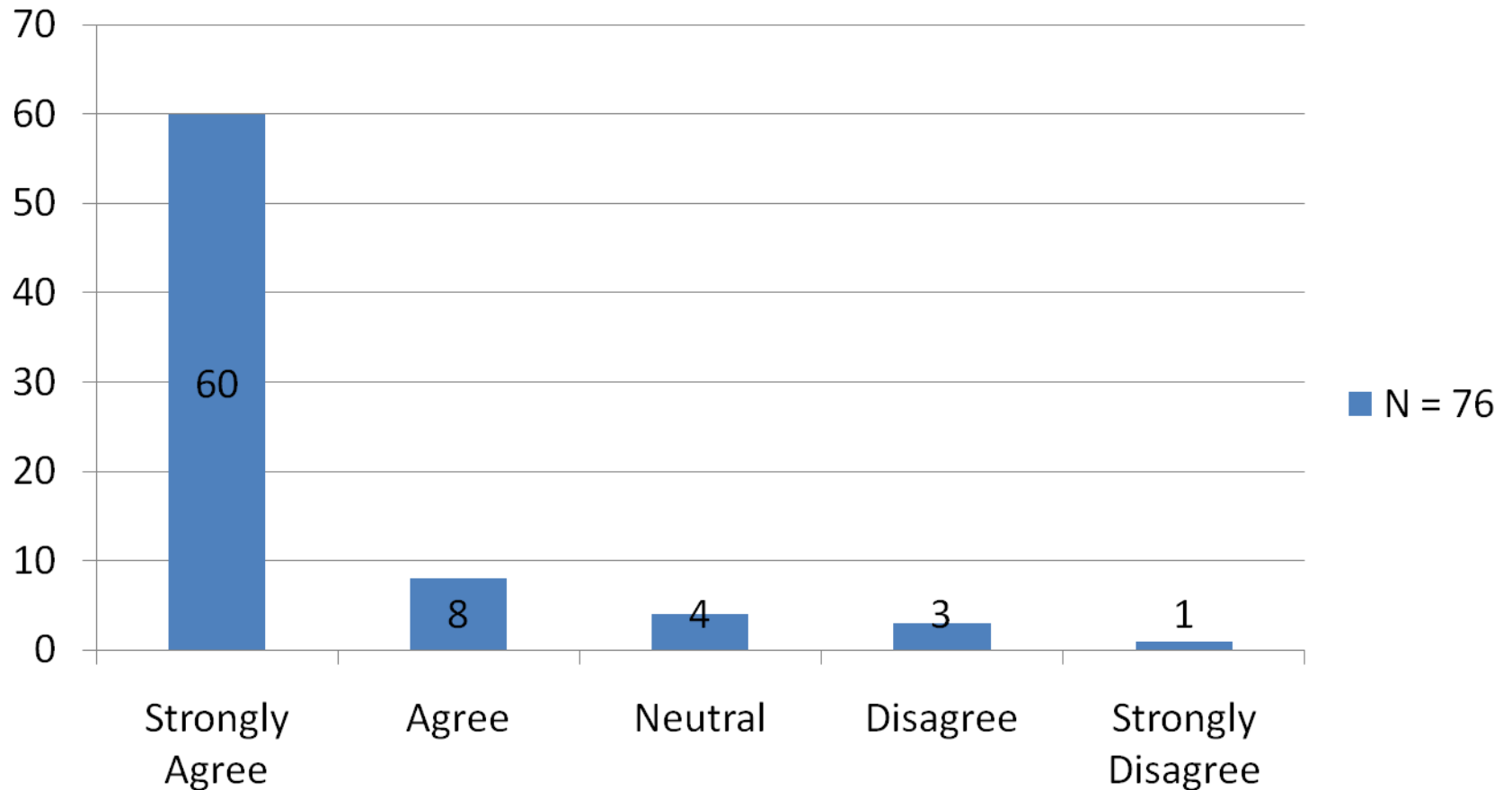
The instruction I received resulted in my ability to prepare a complete application



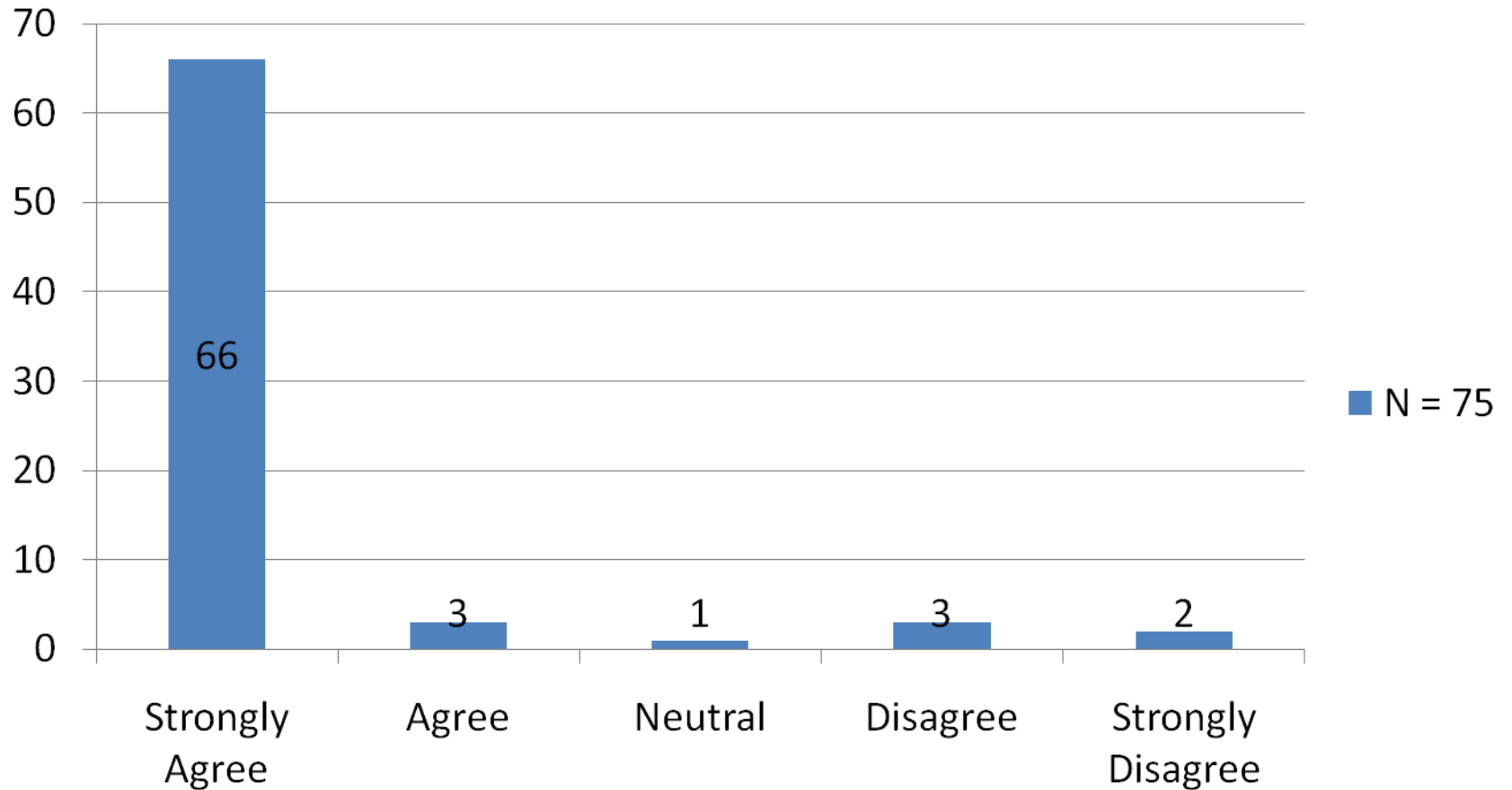
The available options for submitting an application were adequate



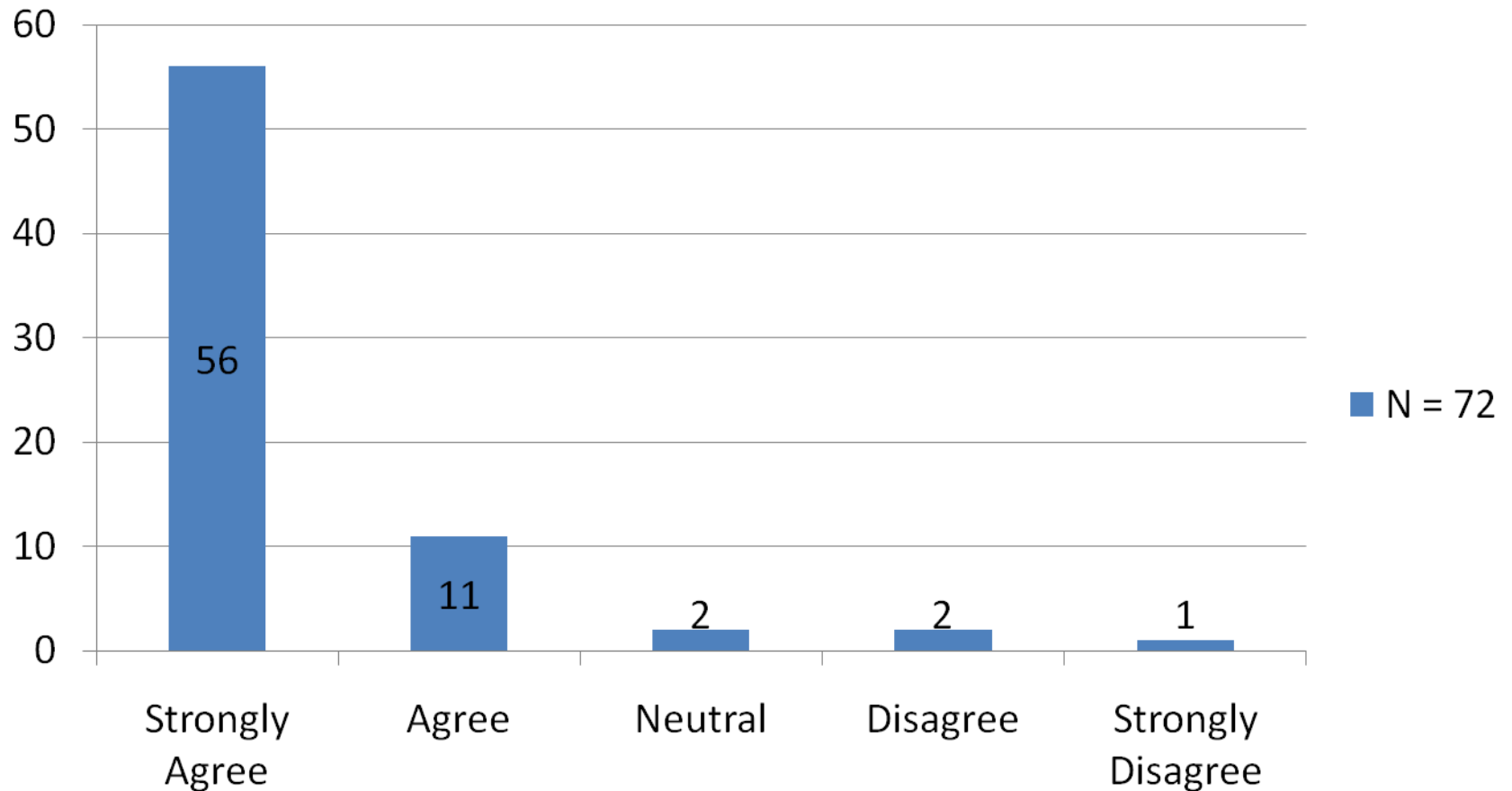
The scheduling of the initial inspection was timely and convenient



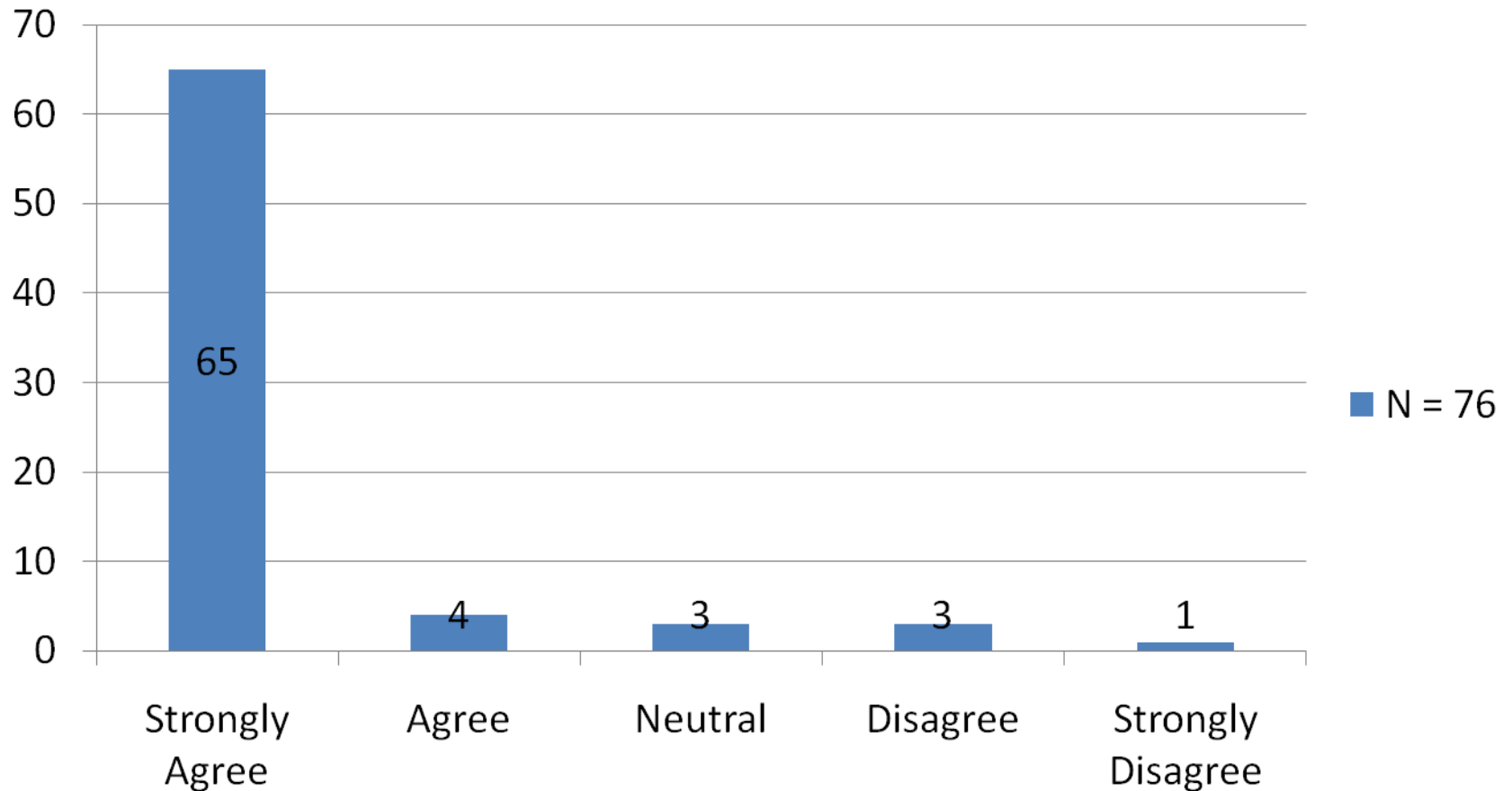
The inspector was punctual, courteous and informative



I left each inspection with a clear understanding of the outstanding code issues



I was treated in a professional manner and adequately informed throughout this process



My overall experience with the C of O process was a positive one

